

DATE : 20th May, 1998

REF NO. : OK-078/98

Mr. George Wellington
Docket -- Docket OST 98-3304 - 13
U.S. Department of Transportation
400 Seventh Street, S.W. - Room PL-401
Washington, D. C. 20590

DEPT. OF TRANSPORTATION
DOCKET SECTION
98 MAY 27 PM 12:03

SUBJECT : AVIATION DISASTER FAMILY ASSISTANCE ACT

Dear Mr. Wellington,

Pursuant to Foreign Air Carrier Family Assistance Act of 1997, the attached document constitutes BWIA International Airways Limited plan for addressing the needs of families of passengers involved in any aircraft accident involving an aircraft resulting in major loss of life (see attach).

BWIA International Airways Limited twenty-four (24) hours operations number has been provided to the National Transportation Safety Board (NTSB) under separate cover and is not for public disclosure.

Yours sincerely,

BWIA INTERNATIONAL AIRWAYS LIMITED



Ramesh Lutchmedial
DIRECTOR AIR SAFETY



AIRLINE FAMILY ASSISTANCE PLAN

1.0 OVERVIEW

- 1.1 The purpose of the BWIA International Airways Limited Family Assistance Plan is to provide company personnel with the guidelines, procedures and training that will enable them to act in the best interest of survivors and victims' families; to treat survivors and families with dignity; and to respect the cultural and religious backgrounds of survivors and families.
- 1.2 This document is a part of a larger effort, which includes the National Transportation Safety Board (NTSB), other government entities and appointed independent non-profit organizations, to assist survivors and families in the event of an aviation disaster.

2.0 PRE-RESPONSE PLANNING

- 2.1 In accordance with the Foreign Air Carrier Family Assistance Act of 1997. BWIA International Airways Limited will publish the BWIA International Airways Limited Family Assistance Plan and insert this plan into all appropriate BWIA International Airways Limited Manuals.
- 2.2 The treatment of families of non revenue passengers (and any other victim of the accident) will be the same as the treatment of the families of revenue passengers.
- 2.3 The BWIA International Airways Limited Emergency Response Teams will be utilized to respond to likely needs of survivors and families.
- 2.4 Training will be based upon employee's responsibilities. BWIA International Airways Limited is currently expanding its Emergency Response Program to enhance logistical support of BWIA International Airways Limited Family Assistance Team Members.
- 2.5 Training of Family Assistance Personnel will be conducted in conjunction with BWIA International Airways Limited Special Assistance Team training recognizing that :
 - 2.5.1 A list of trained Family Assistance Personnel will be maintained in the BWIA International Airways Limited Emergency Response Plan.



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- 2.5.2** Personnel who are in public contact position need to know how to respond to inquires and facilitate responses to them.
- 2.5.3** Families may seek assistance from the Airline Offices at airports that are neither the origin nor the destination of the flight,
- 2.5.4** Simulations of the Plan will be held annually in addition to participation in local disaster drills.
- 2.5.5** BWIA International Airways Limited will coordinate its plan as appropriate with other Airlines as necessary.
- 2.5.6** After an aviation disaster involving a BWIA International Airways Limited aircraft or service, a toll-free 800 number will be published for the use by families to inquire about passengers.
- 2.5.7** It is the Policy of BWIA International Airways Limited that manifest information will only be released to the proper NTSB Authorities by the designated BWIA International Airways Limited Coordinator to the NTSB, the BWIA International Airways Limited NTSB Family Assistance Coordinator, the Chief Executive Officer, the Vice President of Customer Services and Operation, and the Corporate Communications Director. Any other release of manifest information is considered unauthorized and prohibited.
- 2.5.8** BWIA International Airways Limited will inform members (or family friends or clergy who are with the family) at an appropriate time, but as early as possible after being notified, that it is critical that they contact their family dentist to obtain the dental records and dental x-rays of their loved one. BWIA International Airways Limited will ask the family to have the records and x-rays to be sent by courier to the address of the hotel where the joint family support operations center will be located. Packages should be addressed to the Director, Family Support Services, NTSB. If the family is coming to the site the next day, the family may arrange to hand carry these documents. If the family is already at the accident site or arrives without making these arrangements, the Disaster Mortuary Team personnel will coordinate with the family's dentist to obtain dental records and dental x-rays.



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3.0 PASSENGER MANIFEST, TICKET RECONCILIATION AND NOTIFICATION

3.1 In order to determine which passengers actually boarded the flight, BWIA International Airways Limited personnel immediately after the accident will begin a review of the following :

3.1.1 On Board Passenger Manifest.

3.1.2 Standby passengers.

3.1.3 Non-revenue passengers.

3.1.4 Rerouted passengers.

3.1.5 Passengers who canceled their reservation.

3.1.6 Jump seat riders.

This process could be delayed by persons traveling under different names.

3.2 BWIA International Airways Limited will release, upon request, to the NTSB Family **Support** Services Director a passenger list that reflects the best available information at the time of the request.

3.2.1 All personnel involved with handling of manifest will be briefed as to the confidential / sensitive nature of this information.

3.2.2 All appropriate manifest list's, will be stamped "**PRELIMINARY and UNCONFIRMED**" with date, time and list number.

3.2.3 BWIA International Airways Limited will update the list periodically.

3.2.4 Upon request, BWIA International Airways Limited will provide to the Department of State information in its possession about foreign passengers.

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3.2.5 BWIA International Airways Limited will coordinate as necessary with the Department of Justice for family meetings to explain DOJ services.

3.3 Notification Procedures :

3.3.1 As soon as information becomes available on each passenger, that passenger's family will be notified :

Notification to family members will be made prior to release of the passenger's name to the public and, to the extent practical, in person.

3.3.2 BWIA International Airways Limited personnel making the notification will be suitably trained as noted in Paragraph 2.4 and 2.5 of this document.

3.3.3 BWIA International Airways Limited will secure a facility for family members that will ensure privacy from solicitors and the media.

3.3.4 After coordination with the NTSB, BWIA International Airways Limited will provide a joint support operations center to provide logistical support to the federal staff.

3.3.5 As appropriate, BWIA International Airways Limited will continually update the public on the progress of family notification.

3.4 Confidential / Sensitive Information :

AS stated in 2.5.7 of this document, any unauthorized release of manifest information is prohibited

4.0 PASSENGER IDENTIFICATION

4.1 Medical Examiner / Coroner :



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The medial examiner or coroner is responsible for the positive identification of fatalities.

- 4.1.1** If the victim has died, the medial examiner will coordinate with the Disaster Mortuary Team Commander to provide official notification of death to the victim's family.
- 4.1.2** For injured passengers, the hospital is responsible for status updates and either the hospital or BWIA International Airways Limited will advise the families.

5.0 FAMILY ACCESS TO THE ACCIDENT SITE

- 5.1** The NTSB has accident-site jurisdiction.
- 5.2** Within limits that authorities established, BWIA International Airways Limited will respond to family requests for access to the accident scene.
- 5.3** BWIA International Airways Limited will assist the family of a passenger in traveling to the location of the accident and provide for the physical care of the family while the family is staying at such location.

NOTE 1: Family means immediate family as defined under Air Traffic General Rules D: 0 1 "IMMEDIATE FAMILY."

NOTE 2 : Physical care is defined as :

- a.** *Transportation to and from accident city.*
- b.** *Transportation to and from accident site.*
- c.** *Hotel accommodations at accident city for a reasonable time period*
- d.** *Meal vouchers during hotel stay and day of travel to and from the accident city.*

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6.0 HUMAN REMAINS AND PERSONAL EFFECTS

- 6.1** The medial examiner is responsible for the disposition of identifiable and unidentifiable human remains.
- 6.2** Authorities should return identifiable personal effects to victim's family rather than having BWIA International Airways Limited become a custodian of them. Authorities should determine disposition of unidentifiable personnel effects.
- 6.3** Personnel effects that come into the control of BWIA International Airways Limited will be handled in the following manner after release from the NTSB :
 - 6.3.1** BWIA International Airways Limited will consult with the family about the disposition of personal effects that are in BWIA International Airways Limited control.
 - 6.3.2** BWIA International Airways Limited will return to the family, if requested, any passenger's possession that is under the control of BWIA International Airways Limited.
 - 6.3.3** BWIA International Airways Limited will retain for eighteen (18) months any unclaimed property of a passenger that is under this control.
 - 6.3.4** BWIA International Airways Limited will consult with the families about the construction by BWIA International Airways Limited of any planned monument, including the inscription on it.

7.0 RELATIONSHIP WITH DESIGNATED INDEPENDENT ORGANIZATION

- 7.1** BWIA International Airways Limited will work with the independent nonprofit organization that is designated under 49 U. S.C. Section 1136 (a) (2) to provide mental health and counseling services to families.



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- 7.1.1** Mental health services can be coordinated on a local basis through the nonprofit organization or these services can be brought in from another city where the airline may have a Mental Health Professional on retainer.
- 7.1.2** Should long term counseling be required BWIA International Airways Limited will coordinate with the nonprofit organization appointed by the NTSB, the family and the company providing the service.
- 7.2** BWIA International Airways Limited will develop a procedure to pay reasonable compensation to the NTSB-designated independent non-profit organization as required by 49 U.S.C. Section 41113(b)(11).
- 7.3** BWIA International Airways Limited will coordinate with family members as to their need for American Red Cross assistance.
- 7.4** BWIA International Airways Limited will participate in the daily coordination meetings to review daily activities, resolve problem areas, and to synchronize future family support operations and activities.

8.0 *FILLING OF THIS DOCUMENT WITH NATIONAL TRANSPORTATION SAFETY BOARD (NTSB) AND DEPARTMENT OF TRANSPORTATION (DOT)*

- 8.1** Pursuant with The Aviation Disaster Family Assistance Act of 1996, 49 U.S.C. Section 4 1113 (b), this document will be filed with the National Transportation Safety Board (NTSB) and the Department of Transportation (DOT).
- 8.2** BWIA International Airways Limited twenty-four (24) hours operations contact number has been provided to the NTSB under separate letter and is not for public disclosure.